

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE	OFFICE/BRANCH/SECTION	
Staff Information Systems Analyst (Specialist)	D20/Information Technology/CSD/Oakland IT Office	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Web & Database Support	900-174-1312-924	

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general supervision of the Data Processing Manager II, (DPM II), the incumbent provides applications support to users throughout the district who support the California Department of Transportation (Caltrans) mission-critical projects and be the main district website master and database administrator and developer as well as other duty's needed or directed by DPM II. The incumbent may act as a project lead over other staff, in the completion of complex information technology studies of a complex nature or broad scope as follows:

TYPICAL DUTIES:

Percentage	Job Description
Essential (E)/Marginal (M) ¹	
50% E	Incumbent is responsible as webmaster for District 4 web sites. Build innovative, accessible, validating and effective web sites. Oversee the strategic direction of the district websites, ensuring the site provides timely and engaging content. Ensure the integrity of the district web hardware and software components, monitor performance, implement template initiatives provide by headquarters Information Technology (IT). Serve as lead for web development efforts. Come up with new and innovative ways for district users to accomplish their jobs utilizing the latest in web technologies. Be the main district advocate & technical expert on Section 508 accessibility requirements.
40% E	Lead one or more staff on relational database development efforts. Customers for these efforts may range from Caltrans divisions to internal IT. Serve as designer and/or developer on small to medium relational database development projects. Diagnoses and resolves the more complex Database problems in response to customer reported incidents. Utilizes state of the art technical knowledge to accomplish database development projects as well as resolving customer database issues. Resolves and researches computing problems of greater than average difficulty, such as Web publishing software's, database configuration changes by searching reference material on the subject.
10% M	Functions as liaison (via website) between IT and all the Department programs. Communicating to the IT management the business priorities, Caltrans IT standards and requirements to all District 4 programs and divisions. Explores new technologies and methods that could improve the services provided to District 4 computer users through project studies, system development life cycle studies, keeping abreast of the current Caltrans IT standards, and training.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None, however may provide project leadership for complex web development and database support efforts.

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KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

Knowledge of: The employee needs a strong working knowledge of the principles and practices of analysis as applied to data processing hardware, software and systems. The incumbent must have a thorough understanding of Caltrans IT standards and be able to apply those standards using industry recognized best practices in the completion of assigned duties. Interpersonal skills are required in order to provide customer satisfaction using innovative and proactive techniques in resolving problems presented to systems support. The employee needs knowledge of electronic information processing systems equipment, software and practices; analytical process and technical writing. Additionally, the incumbent must understand the various Windows based applications and be knowledgeable in Microsoft Windows, Internet Explorer, and MS Office Suite. In depth knowledge and experience with relational database concept and development, front end and back end web architectures and web application methodologies and tools.

Ability to: The ability to skillfully deal with the full range of clients (from the novice to the expert) is required. Analyze data and situation, identify and solve problems, reason logically and draw conclusions; develop effective solutions; apply creative thinking in the design of methods of processing data with electronic computers; monitor and resolve problems with information processing systems hardware, software, and processes; establish and maintain effective working relationships with others; communicate directly verbally and in writing. Proficiency in HTML, XHTML, CSS, Adobe PhotoShop & Acrobat, Fireworks, Dreamweaver, JavaScript and PHP, MySQL, FileMaker are essential as is database development technologies and object oriented development languages.

Analytical Ability: The employee must have a level of analytical ability sufficient to permit the employee to effectively apply current IT techniques, standards and best practices to the operational problems encountered by the Department.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The employee must exercise good judgment, analyze problems and take appropriate action. Poor decisions or recommendations could result in significant losses of departmental efficiencies through unnecessary delays, loss of data, equipment damage, and loss of employee productivity and user dissatisfaction.

PUBLIC AND INTERNAL CONTACTS

The employee will have contact with computer users throughout the Department at all levels.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Physical requirements may include moving or lifting various pieces of computer hardware, sitting for long periods of time, bending, stooping and kneeling. The position will also require sustained mental activity needed for help desk ticket writing, responding to client help desk calls and using problem solving, analysis, and reasoning when responding to clients requests. Lastly this position requires the ability to maintain cooperative working relationships with peers and clients and to respond appropriately in difficult situations.

WORK ENVIRONMENT

In this position the incumbent will perform work indoors in a climate-controlled environment under artificial lighting. Incumbent may be required to work in a computer room, which maintains a constant temperature of 65 degrees for extended periods of time.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE